

Claims:

1. A method of processing information within a computer system, such method comprising the steps of:

    sending a SIP SUBSCRIBE message from a first computer resource of the computer system to a presentity server of the computer system requesting a status of the second resource where the second resource performs a predetermined service for the first resource;

    sending a SIP NOTIFY message from the presentity server to the first resource notifying the first resource of the status of the second resource.

2. The method of processing information as in claim 1 further comprising the first resource requesting the predetermined service from a third resource when the second resource is not available.

3. The method of processing information as in claim 1 wherein the computer system further comprises an automatic call distribution system.

4. The method of processing information as in claim 3 wherein the first and second resources further comprise call distributors of the automatic call distribution system.

5. The method of processing information as in claim 4 wherein the predetermined service further routing calls to agents.

6. The method of processing information as in claim 5 wherein the requested status further comprises determining whether the second call distributor is available or unavailable.
7. The method of processing information as in claim 6 wherein the step of determining the availability of the second call distributor further comprises comparing a loading level of the second call distributor with a threshold level and determining that the second call distributor is unavailable when the loading level exceeds the threshold level and determining that the second call distributor is available when the loading level does not exceed the threshold.
8. The method of processing information as in claim 1 wherein the computer system further comprises an automatic call distributor.
9. The method of processing information as in claim 8 wherein the second resource further comprises a call routing application of the automatic call distributor.
10. The method of processing information as in claim 9 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.
11. The method of processing information as in claim 10 further comprising defining the status as being a loading level of the call routing application.

12. The method of processing information as in claim 11 further comprising defining the loading level as a call queue length.

13. The method of processing information as in claim 12 further comprising determining that the routing application is unavailable when the loading level exceeds a predetermined threshold and available when the routing application does not exceed the predetermined threshold.

14. The method of processing calls as in claim 13 further comprising the call classification application requesting the predetermined service from a third resource when the call routing application is not available.

15. An apparatus for processing information within a computer system, such apparatus comprising:

means for sending a SIP SUBSCRIBE message from a first computer resource of the computer system to a presentity server of the computer system requesting a status of the second resource where the second resource performs a predetermined service for the first resource;

means for sending a SIP NOTIFY message from the presentity server to the first resource notifying the first resource of the status of the second resource.

16. The apparatus for processing information as in claim 15 further comprising means allowing the first resource to request the predetermined service from a third resource when the second resource is not available.

17. The apparatus for processing information as in claim 15 wherein the computer system further comprises an automatic call distribution system.

18. The apparatus for processing information as in claim 17 wherein the first and second resources further comprise call distributors of the automatic call distribution system.

19. The apparatus for processing information as in claim 18 wherein the predetermined service further routing calls to agents.

20. The apparatus for processing information as in claim 19 wherein the requested status further comprises means for determining whether the second call distributor is available or unavailable.

21. The apparatus for processing information as in claim 20 wherein the means for determining the availability of the second call distributor further comprises means for comparing a loading level of the second call distributor with a threshold level and determining that the second call distributor is unavailable when the loading level exceeds the threshold level and determining that the second call distributor is available when the loading level does not exceed the threshold.

22. The apparatus for processing information as in claim 15 wherein the computer system further comprises an automatic call distributor.

23. The apparatus for processing information as in claim 22 wherein the second resource further comprises a call routing application of the automatic call distributor.
24. The apparatus for processing information as in claim 23 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.
25. The apparatus for processing information as in claim 24 further comprising defining the status as being a loading level of the call routing application.
26. The apparatus for processing information as in claim 25 further comprising defining the loading level as a call queue length.
27. The apparatus for processing information as in claim 26 further comprising means for determining that the routing application is unavailable when the loading level exceeds a predetermined threshold and available when the routing application does not exceed the predetermined threshold.
28. The apparatus for processing calls as in claim 27 further comprising a third resource that the call classification application requests the predetermined service from when the call routing application is not available.

29. An apparatus for processing information within a computer system, such apparatus comprising:

    a first computer resource and a second computer resource of the computer system said first computer resource being adapted to send a SIP SUBSCRIBE message to a presentity server of the computer system requesting a status of a second resource where the second resource performs a predetermined service for the first resource;

    the presentity server that sends a SIP NOTIFY message to the first resource notifying the first resource of the status of the second resource.

30. The apparatus for processing information as in claim 29 further comprising a third computer resource that the first resource requests the predetermined service from when the second resource is not available.

31. The apparatus for processing information as in claim 29 wherein the computer system further comprises an automatic call distribution system.

32. The apparatus for processing information as in claim 31 wherein the first and second resources further comprise call distributors of the automatic call distribution system.

33. The apparatus for processing information as in claim 32 wherein the predetermined service further comprises routing calls to agents.

34. The apparatus for processing information as in claim 33 wherein the requested status further comprises a call queue that determines whether the second automatic call distributor is available or unavailable.

35. The apparatus for processing information as in claim 34 wherein the call queue further comprises a comparator adapted to compare a loading level of the second call distributor with a threshold level and determining that the second call distributor is unavailable when the loading level exceeds the threshold level and determining that the second call distributor is available when the loading level does not exceed the threshold.

36. The apparatus for processing information as in claim 29 wherein the computer system further comprises an automatic call distributor.

37. The apparatus for processing information as in claim 36 wherein the second resource further comprises a call routing application of the automatic call distributor.

38. The apparatus for processing information as in claim 37 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.

39. The apparatus for processing information as in claim 38 further comprising defining the status as being a loading level of the call routing application.

40. The apparatus for processing information as in claim 39 further comprising defining the loading level as a call queue length.